



PEEL POOL ASSOCIATION INC

COMPLAINTS MANAGEMENT POLICY

Purpose

The purpose of this policy is to enable Peel Pool Association (PPA) to effectively manage complaints in a consistent and timely manner.

Principles

PPA recognises its legal responsibilities in regard to all complaints including harassment, discrimination and acknowledges its moral obligations in ensuring appropriate behaviour is conducive in providing a safe sporting environment.

Any person may report a complaint about a person/s or the association if they reasonably believe that a person/s or the association has breached its policy, in particular, in regard to fees and payments, coaching practices, venue and facilities.

All complaints must be in written form as required in the PPA's Constitution.

Complaints are to be submitted to the PPA email address: secretary@peelpool.com

PPA will ensure that the following occurs:

- **Fairness** - recognise the need to be fair and equitable both to the complainant and the officer and/or part of the association against whom the complaint is made.
- **Resources** - provide adequate resources with sufficient levels of delegated authority to ensure complaints received are addressed and concluded in a timely manner.
- **Visibility** - PPA Complaints Management Policy and Procedure is well publicised and accessible.
- **Access** - ensure the complaint process is available to all members and volunteers of the PPA.
- **Responsiveness** – complaints are acknowledged in a timely manner and are kept informed throughout the process.
- **Assistance** - treat complainants with courtesy and wherever possible resolve complaints at the first point of contact. Provide assistance in lodgment of the complaint if requested.
- **Data Collection** - collect and record data on complaints that are lodged and outcomes achieved. Monitor complaints to assist in the identification of systemic and recurring problems and/or potential improvements that can be implemented to enhance PPA delivery of 8 Ball in the region.
- **Reviews** - regularly review the complaints management process to ensure it is efficiently delivering effective outcomes.

Rights of complainants

Fairness

Complainants have rights to:

- be heard;
- know whether the PPA Complaints Management Policy and Procedure has been followed;
- request all relevant material to support the complaint;
- be informed of the criteria and processes, including the avenues for further review, applied by PPA in dealing with complaints;
- to be kept informed of progress throughout the complaint process;
- be informed of the PPA decision and the reasons for that decision;
- know that the complaint is being reviewed independently, if considered necessary; and
- confidentiality is upheld.

Responsiveness

Complainants shall be:

- Advised of the complaints process and an estimated timeframe that it will take to address the complaint.
- Be kept informed during the complaint process.
- Be given the opportunity for appealing against the PPA decision to the complaint.

Vexatious Complaints & Victimisation

PPA aims to ensure our complaints policy has integrity and is free of unfair repercussions or victimisation. If at any point in the complaint process the President considers that a complainant has knowingly made an untrue complaint or the complaint is vexatious or malicious the matter may be referred to the Executive Committee for appropriate action which may include disciplinary action against the complainant.

PPA will also take all necessary steps to make sure that people involved in a complaint are not victimised by anyone for coming forward with a complaint or assisting in the process. Disciplinary measures will be imposed on anyone who victimised another person for making a complaint.

Mediation

PPA aims to address complaints with the minimum of fuss wherever possible. In many cases, complaints can be addressed by an agreement between the people involved with no need for disciplinary action. The people involved in a formal complaint, the complainant and the person complained about (respondent) may also seek the assistance of a neutral third person or a mediator.

Mediation may occur either before or after an investigation of a complaint. If a complainant wishes to try and resolve the complaint with the assistance of a mediator, the President will, in consultation with the complainant, arrange for a mediator to mediate the complaint.

Tribunals

A hearings tribunal may be formed to hear a formal complaint that has been referred by President or an alleged breach of the policy. A respondent may lodge one appeal only to the appeal tribunal in respect of a decision of a hearing tribunal.

The decision of the appeal tribunal is the final and binding on the people involved to the appeal. Every person/s and the association bound by this policy will recognise and enforce any decision made, and form of discipline imposed by an appeals tribunal under this policy.

Version Control

Updated By	Review Date	Tabled PPA Committee	Date Approved
Michelle Francis	12/11/2019		
Suzanne Aylward	13/08/2025	20/09/2025	10/10/2025